

SBC BOCs' Business Rules for Section 272(e)(1) Performance Measurements

Service Category 1	
Successful Completion According to Desired Due Date	
Definition:	
The percentage of orders completed on or before the due date desired by the customer.	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling 	
Business Rules:	
<p>This service category includes the N, T, and C Service Orders with Activity Codes of A and R. The orders counted will be the completed In Effect (IE) orders. Both channelized and non-channelized orders will be counted. Orders missed due to customer reasons will be included in the denominator and counted as a "made" in the numerator. The Miss Codes designated as customer misses in each as of 2001 are:</p> <ul style="list-style-type: none"> • AIT – A, C, D, and I37 • PB – A, C, D, and I37 • SNET – A, C, D, and I37 • SWBT – A, C, D, and I37 <p>Starting with July, 2003 all companies will measure with DDOBJ as the Accurate CDDD.</p> <p>Beginning 2001, all companies will count MFC A, C, and D as met.</p> <p>Effective 2002 retroactive to the beginning of 2001, all companies will count MFC I37 as met. Downstream technicians use this code when orders are met but paperwork has not processed.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Non-affiliated telecommunications providers. Effective 1/03- 3 categories will be tracked- 272 affiliates, Other affiliates, and Non affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include EXCs, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital. • DS1 – Defined as all DS1, T1, and ISDN Prime circuits. • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC1- OC192) circuits. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category <ul style="list-style-type: none"> • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product <ul style="list-style-type: none"> • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
$\frac{[(\text{Completion Date less than or equal to the DDOBJ}) + (\text{Completion Date greater than DDOBJ when the miss code = customer})]}{[\text{Total IE N/T/C orders with Appropriate Activity Codes}]}$ <p>If no ACNA, do not count</p>	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product
Key Contacts:	
<p>Regulatory Results/Operational Reviews – Gary Hajda</p> <p>Industry Market Support – Ron Watkins</p> <p>Regulatory Compliance – Scott Matkin</p>	

SBC BOCs' Business Rules for Section 272(c)(1) Performance Measurements

Service Category 2	
Time from BOC Promised Due Date to Circuit being placed In Service	
Definition:	
The percentage of orders placed in service by the due date and in each successive 24-hour period until 95% of orders are in service.	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling 	
Business Rules:	
<p>This service category includes the N, T, and C Service Orders with Activity Codes of A and R. All completed In Effect (IE) orders will be counted, both channelized and non-channelized. Orders missed due to customer reasons will be included in the denominator and counted as "made" in the numerator. The Miss Codes designated as customer misses in each region as of 2001 are:</p> <ul style="list-style-type: none"> • AIT - A, C, D and I37 • PB - A, C, D and I37 • SNET - A, C, D and I37 • SWBT - A, C, D and I37 <p>Beginning 2001, all companies will count MFC A, C, and D as met. Effective 2002 retroactive to the beginning of 2001, all companies will count MFC I37 as met. Downstream technicians use this code when the order is met but paperwork has not processed.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Non-affiliated telecommunications providers. Effective 1/03- 3 categories will be tracked- 272 affiliates, Other affiliates, and Non affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 - Defined as all DS0, ISDN, both analog and digital. • DS1 - Defined as all DS1, T1, and ISDN Prime circuits. • DS3 - Defined as all DS3, T3, and higher speed (i.e., OC1-OC192) circuits. • Results will be reported by calendar days in AIT, SNET, and SWBT. PB will report results based on business days. Effective 04/01/01 AIT, 05/01/01 SNET, SWBT will report business days for standardization purposes. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
<p>[Total IE N/T/C orders with the Appropriate Activity Codes with a (Completion Date less than or equal to the Due Date) or (a Completion Date greater than Due Date when missed for customer reasons)] (Counted as Day Zero)/ [Total IE N/T/C orders with the Appropriate Activity Codes]. Add completed orders for each due date increment until 95% of the total is reached.</p> <p>If no ACNA, do not count</p>	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product 4. DD and each 24-Hour Period thereafter
Key Contacts:	
<p>Regulatory Results/Operational Reviews - Gary Hajda Industry Market Support - Ron Watkins Regulatory Compliance - Scott Matkin</p>	

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Service Category 3	
Time to Firm Order Confirmation	
Definition:	
The percentage of firm order confirmations sent within each successive 24-hour period until 95% is achieved.	
Exclusions:	
<ul style="list-style-type: none"> • Non DS0, DS1 and DS3 orders • All internal orders issued for billing projects. • Unbundling • ASRs of D, K, and R • Projects • Specific requests to not provide a FOC 	
Business Rules:	
<p>Effective 01, 2004, all project data has been removed. Effective 07, 2003, all unbundled loops that were found to be in this data have been removed.</p> <p>This service category includes the percentage of all Access Service Request orders with activity codes of A- (add), M- (move), and C- (change) from date received to date confirmed within a 24-hour period until 95% is achieved. This percentage also includes any customer errors. NOTE: While sonnet and switched access data is part of this service category, the data cannot be captured on the front end in the products specified. On 03/01/03, we will begin receiving the data electronically. Effective 3rd quarter (July 1), 2002, all ASRs of D- (disconnects), K- (supp1, cancels), and R- (record changes) will be excluded. Meet Point circuits are not part of these results. Effective 10/1/2001, all internal orders issued for billing purposes will not be counted.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Non-affiliated telecommunications providers. Effective 1/03- 3 categories will be tracked- 272 affiliates, Other affiliates, and Non affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXC's, CLEC's, ISP's, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital. • DS1 – Defined as all DS1, T1, and ISDN Prime circuits. • DS3 – Defined as all DS3, T3, and higher speed (i.e., OC1-OC192) circuits. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
<p>Total IE orders with a firm order confirmation / Total IE orders.</p> <p>Add firm order confirmations for each successive daily increment until 95% of the total is reached.</p> <p>If no ACNA, do not count</p> <p>If no FOC specifically requested, do not count</p>	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product 4. Received date and each 24 Hour Period thereafter
Key Contacts:	
<p>Regulatory Results/Operational Reviews –Gary Hajda</p> <p>Industry Market Support – Carol Toth</p> <p>Regulatory Compliance – Scott Matkin</p>	

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Service Category 4	
Time from PIC Change Request to Implementation	
Definition:	
The percentage of complete and accurate PIC change requests implemented within each successive 6-hour period until 95% is achieved.	
Exclusions:	
<ul style="list-style-type: none"> PIC requests where there is no underlying access arrangement in the central office PIC requests for lines that are PIC protected PIC requests that are originated through service orders PIC requests for lines that are not able to be PIC'ed 	
Business Rules:	
<p>The PIC/LPIC Change Request commitment given to our customers is a standard 24 hours. We will be considered to be in parity unless we exceed the 24 hour interval. This service category includes PIC/LPIC only change requests from Long Distance providers that have established access service within the central office serving the line for which the request was intended. Only complete and accurate mechanized PIC requests for lines that can be PIC'ed are counted. PIC protected lines are excluded from the measure. This measurement applies to each state in which SBC or an affiliate has received section 271 authorization. The states and dates where SBC has received 271 authorization are:</p> <ul style="list-style-type: none"> Texas – July 10, 2000 Kansas – March 7, 2001 Oklahoma – March 7, 2001 Arkansas – November 26, 2001 Missouri – December 7, 2001 California – December 30, 2002 Nevada – April 25, 2003 Michigan – September 26, 2003 Illinois – October 24, 2003 Ohio – October 24, 2003 Indiana – October 24, 2003 Wisconsin – October 24, 2003 <p>Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Non-affiliated telecommunications providers. Effective 1/03- 3 categories will be tracked- 272 affiliates, Other affiliates, Non affiliates. All CICs within the 13-state territory have been classified into the 3 categories 272, Other, and Non affiliates. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers. The results will be tracked by CIC for Non-Affiliated providers. Effective 09/01 Texas can now be reported as a whole state instead of by the previous 3 entities of Dallas, Houston, and San Antonio.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> State Entity Category 272 affiliates Other affiliates Non affiliated telecommunications providers CIC 	
Calculation:	Report Structure:
(Number of PIC requests where request date & time to completion date & time is within six hours) / (the total number of requests), divided into 6 hour intervals starting 0 hours to 5.99 hours.	<p>The report will be generated monthly by:</p> <ol style="list-style-type: none"> State Entity Category CIC
Key Contacts:	
Regulatory Results/Operational Reviews – Gary Hajda	
Industry Market Support – Ron Watkins	
Regulatory Compliance – Scott Matkin	

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Service Category 5	
Mean Time to Restore	
Definition:	
The percentage of circuits restored within each successive 1-hour period after the trouble is reported.	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling • Channelized circuits- T1, T3, OC • Non-CR trouble reports • Non-network troubles (IEC, CPE, INF) • Reports coded to TOK NTF 	
Business Rules:	
<p>This service category includes the Actual Duration on all non-channelized, customer reported, measured trouble reports cleared in each 1 hour period until 95% is attained. Trouble reports will be excluded if they are found to be CPE, problems outside the SBC network or within the IEC or CLEC provided facilities, or should have been classified as informational. Effective 2002, all states will use actual duration to further standardization initiatives within the SBC family.</p> <p>Results will be tracked for two entity categories: 1. SBC and affiliates, and 2. Non-affiliated telecommunications providers. Effective 1/03- 3 categories will be tracked- 272 affiliates, Other affiliates, and Non affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include IXCs, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be reported by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital. • DS1 – Defined as all DS1 and ISDN Prime circuits. • DS3 – Defined as all DS3 and higher speed circuits. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product • DS0 • DS1 • DS3 	
Calculation:	Report Structure:
[Total actual duration on non-channelized, CR, measured trouble reports cleared] / [Total non-channelized, CR, measured trouble reports], for each 1-hour increment until 95% is reached. If no ACNA, do not count	Monthly data will be generated quarterly by: <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product 4. 1-Hour Intervals
Key Contacts:	
Regulatory Results/Operational Reviews –Gary Hajda Industry Market Support – Ron Watkins Regulatory Compliance – Scott Matkin	

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Service Category 6
Time to Restore PIC after Trouble Report
Definition:
The percentage of PIC troubles cleared within each successive 1-hour period until 95% is achieved.
Exclusions:
<ul style="list-style-type: none"> • All categories of reports except category one (CD) and category two (CR) reports. • Trouble reports where trouble is not found in SBC Network • Trouble reports that are not classified as Type Codes for the following companies--- • Southwest= 260, 871, 885, 886, 872, 873, 874 • West= 560, 561, 562, 563, 564 • Midwest= 569, 570, 573, 577, 578 • Subsequent Reports • Trouble reports where the PIC and/or LPIC effective dates can not be determined • Trouble reports where the customer has no PIC or LPIC assigned
Business Rules:
<p>This service category includes trouble reports that are reported to SBC by either the end-user customer or the LD provider where trouble was found in the SBC network and closed to disposition codes for the following companies---</p> <p>Southwest= 052X, 0505, 0506, West= 052X, 0554, 0557, 0558, 0559 Midwest= 052X, 059X</p> <p>The duration in hours from receipt of the trouble report until it is cleared will be used to calculate this measure. The trouble reports will have the following descriptions and type codes:</p> <ul style="list-style-type: none"> • Can't Call Long Distance (CCLD) – The Type Codes by company are--- • Southwest= 260 • West= 560, 561, 562, 563, 564 • Midwest= 569 • PIC Verify or Repair – The Type Codes by company are--- • Southwest= 871, 885, 886, 872, 873, 874 • West= Trouble Report Narrative matches CCLD and/or PIC and/or LPIC • Midwest= 570, 573, 577, 578 <p>This measurement applies to each state in which SBC or an affiliate has received section 271 authorizations. The states and dates where SBC has received 271 authorization are:</p> <ul style="list-style-type: none"> • Texas – July 10, 2000 • Kansas – March 7, 2001 • Oklahoma – March 7, 2001 • Arkansas – November 26, 2001 • Missouri – December 7, 2001 • California – December 30, 2002 • Nevada – April 25, 2003 • Michigan – September 26, 2003 • Illinois – October 24, 2003 • Ohio – October 24, 2003 • Indiana – October 24, 2003 • Wisconsin – October 24, 2003 <p>Trouble reports received after the date(s) above are included in this service category.</p> <p>Results will be tracked for two entity categories:</p> <p>SBC and Affiliates and Non-Affiliated long distance providers. Effective 1/03-- 3 categories of reports will be tracked- 272 affiliates, Other affiliates, and Non affiliates.</p> <p>The Other affiliates category includes the SBC affiliated companies providing long distance service (BOCs, data affiliates, internet affiliates, and wireless companies). The 272 affiliates consist of the SBC Long Distance companies. Non-Affiliated long distance providers include IXCs, CLECs, ISPs, paging companies, and wireless companies.</p> <p>In addition, for each entity category above, results will be tracked for two subcategories:</p> <ol style="list-style-type: none"> 1. Intralata long distance provider (LPIC) 2. Interlata long distance provider (PIC). <p>The relevant entity and subcategory will be determined based on the PIC and/or LPIC designation that is present on the end-user account. When an account has both a PIC and LPIC assigned, then the associated trouble report will be counted twice, once based on the PIC and once based on the LPIC. If an account had an Affiliate PIC and a Non-Affiliate LPIC the trouble report would be</p>

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included in both the PIC subcategory for Affiliates and the LPIC subcategory for Non-Affiliates.

If unable to determine the PIC or LPIC assignments that were relevant to the time period when a trouble ticket was open, then that trouble ticket will be excluded from the measure.

The information for PIC and LPIC is now available and retained in the ASKME databases as of 05/01.

Levels of Disaggregation:

- State
- Entity Category
- 272 affiliates
- Other affiliates
- Non-affiliated telecommunications providers
- Sub-Category PIC (Inter-LATA Carrier)
- LPIC (Intra-LATA Carrier)

Calculation:

Total Reports cleared hourly/ Total reports cleared, for each 1-hour increment until 95% is reached.

Report Structure:

Monthly data will be generated quarterly by:

1. State
2. Entity Category (Affiliated/Non-Affiliated)
3. Entity Sub-Category (PIC/LPIC)

Key Contacts:

Regulatory Results/Operational Reviews – Gary Hajda
Industry Market Support – Ron Watkins
Regulatory Compliance – Scott Matkin

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Service Category 7	
Mean Time to Clear Network Trouble	
Definition:	
The average number of hours to clear network trouble.	
Exclusions:	
<ul style="list-style-type: none"> • Spare Span facilities • Unbundling • Channelized circuits- T1 (DS3, T3, OC are also not measured) • Non-CR trouble reports • Non-network troubles (IEC, CPE, INF) • Reports coded to TOK, NTF 	
Business Rules:	
<p>This service category includes the Actual Duration on all non-channelized, customer reported, measured trouble reports. The results will be measured in hours and decimal hours. Trouble reports will be excluded if they are found to be CPE, problems outside the SBC network or within the IEC or CLEC provided facilities, or should have been classified as informational. Effective 2002 all companies will report Actual duration to further standardization initiatives within the SBC family.</p> <p>Results will be reported for two entity categories: 1. SBC and affiliates, and 2. Non-affiliated telecommunications providers.</p> <p>Effective 1/03- 3 categories of reports will be tracked- 272 affiliates, Other affiliates, and Non affiliates. All ACNAs within the 13-state territory have been classified into 272, Other, Non affiliates, and Retail. Retail customers of SBC are not part of this reporting process. The Other affiliates category includes the SBC BOCs, SBC data affiliates, SBC Internet affiliates, SBC Wireless companies, and SBC Messaging companies. The 272 affiliates consist of the SBC Long Distance companies. Non-affiliated telecommunications providers include DXCs, CLECs, ISPs, Paging companies, and Wireless providers.</p> <p>The results will be tracked by product. The products of interest are:</p> <ul style="list-style-type: none"> • DS0 – Defined as all DS0, ISDN, both analog and digital. • DS1 – Defined as all DS1 and ISDN Prime circuits. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • By State • By Entity Category • 272 affiliates • Other affiliates • Non-affiliated telecommunications providers • By Product • DS0 • DS1 	
Calculation:	Report Structure:
<p>$\frac{[\text{Total Actual Duration on all non-channelized, CR, measured trouble reports}]}{[\text{Total non-channelized, CR, measured trouble reports}]}$ <p>If no ACNA, do not count</p> </p>	<p>Monthly data will be generated quarterly by:</p> <ol style="list-style-type: none"> 1. State 2. Entity Category 3. Product
Key Contacts:	
<p>Regulatory Results/Operational Reviews –Gary Hajda Industry Market Support – Ron Watkins Regulatory Compliance – Scott Matkin</p>	

Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results by Month
July 1, 2003 to June 30, 2005

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SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product	Entity	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SC No. 1 - Exchange Access													
Successful Completion According to Desired Due Date													
% Completed by Desired Due Date													
Arkansas Volumes													
DS3	272 Affiliates	0	0	0	0	0	0	0	0	0	2	0	0
DS3	BOC & Other Affiliates	12	6	14	13	9	6	22	11	12	14	14	10
DS3	Nonaffiliates	20	22	23	31	26	27	4	12	7	19	17	15
DS1	272 Affiliates	90	29	29	41	27	9	12	16	19	22	13	52
DS1	BOC & Other Affiliates	144	108	98	169	132	103	154	298	348	192	154	172
DS1	Nonaffiliates	410	329	420	651	473	532	708	306	354	334	300	428
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	6	14	32	15	12	10	17	22	14	15	32	12
DS0	Nonaffiliates	101	61	53	223	130	68	116	64	217	67	35	34
Arkansas Results													
DS3	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A	N/A
DS3	BOC & Other Affiliates	100.00%	83.33%	92.86%	84.62%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	90.00%
DS3	Nonaffiliates	95.00%	100.00%	91.30%	100.00%	96.15%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.00%	N/A	N/A
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	-5.00%	16.67%	-1.56%	15.38%	-3.85%	0.00%	0.00%	0.00%	8.33%	0.00%	0.00%	10.00%
DS1	272 Affiliates	100.00%	100.00%	96.55%	97.56%	100.00%	100.00%	100.00%	100.00%	100.00%	95.45%	100.00%	98.08%
DS1	BOC & Other Affiliates	95.83%	100.00%	95.92%	97.04%	95.45%	99.03%	97.40%	99.66%	99.14%	98.96%	92.86%	98.84%
DS1	Nonaffiliates	88.54%	99.09%	93.33%	96.77%	97.25%	96.43%	99.72%	99.67%	99.44%	98.50%	96.00%	99.53%
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	-11.46%	-0.91%	-3.22%	-0.79%	-2.75%	-3.57%	-0.28%	-0.33%	-0.56%	3.05%	-4.00%	1.45%
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	-7.29%	-0.91%	-2.59%	-0.27%	1.80%	-2.60%	2.32%	0.01%	0.30%	-0.46%	3.14%	0.69%
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	93.33%	100.00%	100.00%
DS0	Nonaffiliates	99.01%	95.08%	94.34%	99.55%	100.00%	98.53%	56.90%	98.44%	80.65%	92.54%	97.14%	94.29%
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	-0.99%	-4.92%	-5.66%	-0.45%	0.00%	-1.47%	-43.10%	-1.56%	-19.35%	-0.79%	-2.86%	-5.71%

SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product Entry	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
SC No. 1, Exchange Access Success and Completion According to District Due Date % Completed by District Due Date												
Arkansas Volumes												
DS3 272 Affiliates	0	1	0	0	1	0	1	1	0	2	0	2
DS3 BOC & Other Affiliates	14	8	10	25	16	11	18	11	25	12	18	18
DS3 Nonaffiliates	9	14	10	20	31	23	18	50	33	32	19	25
DS1 272 Affiliates	3	7	9	32	34	319	5	1	18	45	5	13
DS1 BOC & Other Affiliates	148	140	154	212	225	151	257	118	243	215	164	194
DS1 Nonaffiliates	423	393	365	450	384	353	323	543	506	486	694	501
DS0 272 Affiliates	1	0	0	0	0	0	0	0	0	0	0	0
DS0 BOC & Other Affiliates	15	23	9	19	6	7	14	20	14	16	8	8
DS0 Nonaffiliates	50	46	47	51	22	16	98	52	26	15	30	25
Arkansas Results												
DS3 272 Affiliates	N/A	100.00%	N/A	N/A	100.00%	N/A	100.00%	100.00%	N/A	100.00%	N/A	100.00%
DS3 BOC & Other Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	90.91%	100.00%	100.00%	92.00%	100.00%	94.44%	100.00%
DS3 Nonaffiliates	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	94.44%	100.00%	100.00%	96.88%	100.00%	100.00%
Difference - Nonaffiliates less 272 Affiliates	N/A	0.00%	N/A	N/A	0.00%	N/A	-5.56%	-2.00%	N/A	-3.13%	N/A	0.00%
Difference - Nonaffiliates less BOC & Other Affiliates	0.00%	0.00%	0.00%	0.00%	0.00%	9.09%	-5.56%	-2.00%	8.00%	-3.13%	5.56%	0.00%
DS1 272 Affiliates	66.67%	100.00%	100.00%	100.00%	100.00%	99.69%	100.00%	100.00%	100.00%	97.78%	100.00%	100.00%
DS1 BOC & Other Affiliates	99.32%	100.00%	99.35%	100.00%	98.67%	100.00%	99.61%	98.31%	86.01%	95.81%	84.76%	100.00%
DS1 Nonaffiliates	99.05%	97.71%	99.73%	96.89%	99.22%	98.02%	98.45%	88.40%	97.04%	96.09%	100.00%	99.80%
Difference - Nonaffiliates less 272 Affiliates	32.38%	-2.29%	-0.27%	-3.11%	-0.78%	-1.67%	-1.55%	-11.60%	-2.96%	-1.69%	0.00%	-0.20%
Difference - Nonaffiliates less BOC & Other Affiliates	-0.27%	-2.29%	0.38%	-3.11%	0.55%	-1.98%	-1.16%	-9.91%	11.03%	0.28%	15.24%	-0.20%
DS0 272 Affiliates	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0 BOC & Other Affiliates	86.67%	95.65%	88.89%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.50%	87.50%
DS0 Nonaffiliates	100.00%	100.00%	97.87%	100.00%	95.45%	100.00%	100.00%	100.00%	96.15%	100.00%	100.00%	100.00%
Difference - Nonaffiliates less 272 Affiliates	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Difference - Nonaffiliates less BOC & Other Affiliates	13.33%	4.35%	8.98%	0.00%	-4.55%	0.00%	0.00%	0.00%	-3.85%	0.00%	12.50%	12.50%

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Product	Entity	Jan-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SC No. 2 - Exchange Access Time From BOC Premises Due Date to Circuit Placed in Service # of Days after Due Date that 5% was achieved													
Arkansas Volumes													
DS3	272 Affiliates	0	0	0	0	0	0	0	0	0	2	0	0
DS3	BOC & Other Affiliates	12	6	14	13	9	6	22	11	12	14	14	10
DS3	Nonaffiliates	20	22	23	31	26	27	4	12	7	19	17	15
DS1	272 Affiliates	90	29	29	41	27	9	12	16	19	22	13	52
DS1	BOC & Other Affiliates	144	108	96	169	132	103	154	298	348	192	154	172
DS1	Nonaffiliates	410	329	420	651	473	532	708	306	354	334	300	428
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	6	14	32	15	12	10	17	22	14	15	32	12
DS0	Nonaffiliates	101	61	53	223	130	68	116	64	217	67	35	35
Arkansas Results													
DS3	272 Affiliates	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A	N/A
DS3	BOC & Other Affiliates	0	1	3	8	0	0	0	0	2	0	0	10
DS3	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0
Difference - Nonaffiliates less 272 Affiliates		0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A	N/A
Difference - Nonaffiliates less BOC & Other Affiliates		0	-1	-3	-8	0	0	0	0	-2	0	0	-10
DS1	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS1	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS1	Nonaffiliates	4	0	1	0	0	0	0	0	0	0	0	0
Difference - Nonaffiliates less 272 Affiliates		4	0	1	0	0	0	0	0	0	0	0	0
Difference - Nonaffiliates less BOC & Other Affiliates		4	0	1	0	0	0	0	0	0	0	0	0
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	8	0	0
DS0	Nonaffiliates	0	0	1	0	0	0	21	0	19	1	0	3
Difference - Nonaffiliates less 272 Affiliates		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Difference - Nonaffiliates less BOC & Other Affiliates		0	0	1	0	0	0	21	0	19	-7	0	3

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Product	Entry	Jan-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SC No. 2 - Arkansas Time From BOC Payment Due Date to Current Place in Service # of Days after Due Date that 65% was utilized													
Arkansas Volumes													
DS3	272 Affiliates	0	1	0	0	1	0	1	1	0	2	0	2
DS3	BOC & Other Affiliates	14	8	10	25	16	11	18	11	25	12	18	18
DS3	Nonaffiliates	9	14	10	20	31	23	18	50	33	32	19	25
DS1	272 Affiliates	3	7	9	32	34	319	5	1	18	45	5	13
DS1	BOC & Other Affiliates	148	140	154	212	225	151	257	118	243	215	164	194
DS1	Nonaffiliates	423	393	365	450	384	353	323	543	506	486	694	501
DS0	272 Affiliates	1	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	15	23	9	19	6	7	14	20	14	16	8	8
DS0	Nonaffiliates	50	46	47	51	22	16	98	52	26	15	30	25
Arkansas Results													
DS3	272 Affiliates	N/A	0	N/A	N/A	0	N/A	0	0	N/A	0	N/A	0
DS3	BOC & Other Affiliates	3	0	0	0	0	0	0	0	1	0	1	0
DS3	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0
	Difference - Nonaffiliates less 272 Affiliates	N/A	0	N/A	N/A	0	N/A	0	0	N/A	0	N/A	0
	Difference - Nonaffiliates less BOC & Other Affiliates	-3	0	0	0	0	0	0	0	-1	0	-1	0
DS1	272 Affiliates	1	0	0	0	0	0	0	0	0	0	0	0
DS1	BOC & Other Affiliates	0	0	0	0	0	0	0	0	1	0	1	0
DS1	Nonaffiliates	-1	0	0	0	0	0	0	1	0	0	0	0
	Difference - Nonaffiliates less 272 Affiliates	-1	0	0	0	0	0	0	1	0	0	0	0
	Difference - Nonaffiliates less BOC & Other Affiliates	0	0	0	0	0	0	0	1	-1	0	-1	0
DS0	272 Affiliates	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	8	0	19	0	0	0	0	0	0	0	1	1
DS0	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0
	Difference - Nonaffiliates less 272 Affiliates	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	-8	0	-19	0	0	0	0	0	0	0	-1	-1

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Product	Entity	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SC No. 3 - Arkansas Agency Time to Firm Order Commitment (TOC) # of Days until 95% of TOC met													
Arkansas Volumes													
DS3	272 Affiliates	0	6	1	0	0	0	0	0	0	0	0	0
DS3	BOC & Other Affiliates	16	24	19	18	13	22	40	27	19	14	19	13
DS3	Nonaffiliates	37	34	41	45	22	10	10	22	6	16	17	10
DS1	272 Affiliates	80	0	0	8	0	0	0	0	0	0	0	1
DS1	BOC & Other Affiliates	113	161	177	185	145	152	175	275	207	173	149	154
DS1	Nonaffiliates	346	348	324	688	315	285	199	167	237	226	264	259
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	7	41	31	21	14	9	25	13	21	32	13	16
DS0	Nonaffiliates	65	103	128	190	73	132	49	44	92	36	25	31
Arkansas Results													
DS3	272 Affiliates	N/A	1	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS3	BOC & Other Affiliates	2	1	14	52	2	1	1	2	7	1	106	8
DS3	Nonaffiliates	2	5	3	1	4	4	50	3	3	16	15	20
	Difference - Nonaffiliates less 272 Affiliates	N/A	4	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	0	4	-11	-51	2	3	49	1	-1	15	-91	12
DS1	272 Affiliates	8	N/A	N/A	34	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1
DS1	BOC & Other Affiliates	1	1	1	1	1	2	1	2	2	2	3	1
DS1	Nonaffiliates	5	5	3	3	7	5	2	2	1	1	1	1
	Difference - Nonaffiliates less 272 Affiliates	-3	N/A	N/A	-31	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
	Difference - Nonaffiliates less BOC & Other Affiliates	4	4	2	2	6	3	1	0	-1	-1	-2	0
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	1	1	21	1	1	1	1	1	2	1	6	1
DS0	Nonaffiliates	6	1	4	6	8	6	1	1	1	2	3	1
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	5	0	-17	5	7	5	0	0	-1	1	-3	0
SC No. 4 - Arkansas Agency Time to Firm Order Commitment (TOC) # of Days until 95% of TOC met													
Arkansas Volumes													
DS3	272 Affiliates	4,954	2,494	4,414	3,246	3,300	2,612	2,156	2,690	1,209	537	720	720
DS3	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS3	Nonaffiliates	6,231	9,241	6,325	4,723	4,121	4,257	5,821	5,307	5,159	4,173	4,429	4,429
Arkansas Results													
DS3	272 Affiliates	1	2	2	2	2	1	2	2	1	1	1	2
DS3	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS3	Nonaffiliates	2	2	2	2	2	1	1	2	2	2	2	1
	Difference - Nonaffiliates less 272 Affiliates	1	0	0	0	0	0	-1	0	1	1	1	-1
	Difference - Nonaffiliates less BOC & Other Affiliates	2	2	2	2	2	1	1	2	2	2	2	1

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Product Entry	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
Arkansas Results																		
Arkansas Volumes																		
DS3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DS3	24	12	22	8	7	7	7	7	7	7	7	7	7	7	7	7	7	7
DS3	11	21	19	26	30	30	21	21	21	21	21	21	21	28	30	29	17	34
DS1	0	2	8	7	14	3	3	3	3	3	3	3	3	6	6	4	8	13
DS1	125	135	118	142	171	96	96	96	96	96	96	96	96	108	120	77	98	163
DS1	188	228	219	186	159	266	266	266	266	266	266	266	266	205	211	219	177	285
DS0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DS0	13	13	19	16	8	11	11	11	11	11	11	11	11	9	19	7	8	6
DS0	44	43	40	26	14	16	16	16	16	16	16	16	16	26	16	28	29	33
Arkansas Results																		
DS3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS3	1	8	4	21	3	17	4	4	4	4	4	4	4	7	38	9	4	4
DS3	2	8	7	10	12	5	13	13	13	13	13	13	13	3	8	10	20	5
DS1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS1	1	0	3	-11	9	-12	9	-12	9	-12	9	-12	9	-4	-30	1	16	1
DS1	1	1	2	2	1	4	1	1	1	1	1	1	1	1	1	1	1	1
DS1	2	1	2	2	1	1	1	1	1	1	1	1	1	2	1	1	1	2
DS1	1	2	2	1	2	1	2	1	2	1	2	1	2	1	2	2	1	1
DS0	N/A	N/A	0	-1	1	-3	1	-3	1	-3	1	-3	1	0	1	1	0	0
DS0	-1	1	0	-1	1	0	1	0	1	0	1	0	1	-1	1	1	0	-1
DS0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	1	20	1	2	1	1	1	1	1	1	1	1	1	2	1	2	1	1
DS0	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1
DS0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	0	-18	0	-1	0	0	0	0	0	0	0	0	0	-1	0	1	1	0
Arkansas Results																		
Arkansas Volumes																		
DS3	1,371	780	411	634	516	769	857	848	181	59	107	63						
DS3	0	0	0	0	0	0	0	0	0	0	0	0						
DS3	3,412	3,070	2,983	4,487	2,979	2,874	2,586	5,206	6,263	1,708	1,789	1,711						
DS1	1	2	2	2	2	2	2	2	2	2	2	2						
DS1	0	0	0	0	0	0	0	0	0	0	0	0						
DS1	1	1	1	1	1	1	1	1	1	1	1	1						
DS0	0	-1	-1	-1	-1	-1	-1	-1	-1	-1	-1	-1						
DS0	1	1	1	1	1	1	1	1	1	1	1	1						

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Product	Entity	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SC No. 5, Arkansas Area Mean Time to Repair # of Hours Until 95% Restored after trouble reported													
Arkansas Volumes													
DS3	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS3	BOC & Other Affiliates	3	1	2	4	2	2	3	1	0	4	5	6
DS3	Nonaffiliates	0	0	0	1	0	1	0	1	2	1	2	0
DS1	272 Affiliates	2	1	0	2	6	2	4	4	2	3	5	7
DS1	BOC & Other Affiliates	113	93	122	88	89	57	79	91	98	93	116	123
DS1	Nonaffiliates	251	245	296	244	241	96	164	134	205	207	280	280
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	32	20	24	24	31	13	20	19	10	13	13	25
DS0	Nonaffiliates	89	57	87	101	84	48	66	83	65	71	89	77
Arkansas Results													
DS3	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS3	BOC & Other Affiliates	N/A	1	3	2	4	1	7	6	N/A	2	9	3
DS3	Nonaffiliates	N/A	N/A	N/A	1	N/A	1	N/A	3	6	4	3	N/A
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	N/A	N/A	N/A	-1	N/A	0	N/A	-3	N/A	2	-6	N/A
DS1	272 Affiliates	2	2	N/A	10	4	4	2	6	5	2	6	5
DS1	BOC & Other Affiliates	10	12	10	9	9	7	9	10	23	9	9	7
DS1	Nonaffiliates	9	9	9	9	9	11	12	11	9	15	11	13
	Difference - Nonaffiliates less 272 Affiliates	7	7	N/A	-1	5	7	10	5	4	13	5	8
	Difference - Nonaffiliates less BOC & Other Affiliates	-1	-3	-1	0	0	4	3	1	-14	6	2	6
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	6	4	9	7	11	11	14	7	8	10	5	17
DS0	Nonaffiliates	12	10	7	10	17	12	9	8	8	10	33	12
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	6	6	-2	3	6	1	-5	1	0	0	28	-5

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Product	Entity	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
SC No. 5 - Exchanges Access																			
Mean Time to Station																			
# of Hours Until 95% Restored after Trouble Reported																			
Arkansas Volumes																			
DS3	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DS3	BOC & Other Affiliates	0	4	3	1	0	0	0	0	0	0	0	0	0	5	4	0	0	1
DS3	Nonaffiliates	1	2	1	5	0	0	0	0	0	0	0	0	0	1	1	0	0	1
DS1	272 Affiliates	7	4	7	5	5	5	5	5	5	5	5	3	4	2	5	3	1	7
DS1	BOC & Other Affiliates	146	92	94	158	118	158	118	158	118	158	118	107	144	73	84	109	108	109
DS1	Nonaffiliates	239	237	183	290	251	290	251	290	251	290	251	163	311	176	187	244	163	206
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	14	18	16	19	21	19	21	19	21	19	21	19	22	9	9	10	14	19
DS0	Nonaffiliates	68	70	63	70	49	70	49	70	42	70	49	42	79	47	44	51	35	65
Arkansas Results																			
DS3	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	5	N/A
DS3	BOC & Other Affiliates	N/A	7	10	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	3	3	N/A	N/A	2
DS3	Nonaffiliates	1	5	4	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	3	N/A	N/A	2
Difference - Nonaffiliates less 272 Affiliates																			
Difference - Nonaffiliates less BOC & Other Affiliates																			
DS1	272 Affiliates	4	5	4	8	4	8	4	8	4	8	4	9	11	4	12	5	4	7
DS1	BOC & Other Affiliates	9	10	8	12	19	12	19	12	19	12	19	9	15	15	8	10	13	14
DS1	Nonaffiliates	13	13	11	10	14	10	14	10	14	10	14	10	10	18	9	10	13	12
Difference - Nonaffiliates less 272 Affiliates																			
Difference - Nonaffiliates less BOC & Other Affiliates																			
DS0	272 Affiliates	4	3	3	2	-2	2	-2	2	-2	2	-5	1	-5	3	1	0	0	-2
DS0	BOC & Other Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	Nonaffiliates	8	7	8	11	7	11	7	11	7	11	7	27	8	13	12	44	16	18
Difference - Nonaffiliates less 272 Affiliates																			
Difference - Nonaffiliates less BOC & Other Affiliates																			
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	10	13	9	8	13	8	13	8	13	8	13	8	11	23	15	10	10	12
DS0	Nonaffiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Difference - Nonaffiliates less 272 Affiliates																			
Difference - Nonaffiliates less BOC & Other Affiliates																			
DS0	272 Affiliates	2	6	1	-3	6	-3	6	-3	6	-3	6	-19	3	10	3	-34	-6	-6

SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product	Entity	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SC No. 6 - PIC Changes Time to Restore PIC After Trouble Report # of Hours Until 95% PIC Troubles Cleared													
Arkansas Volumes													
PIC	272 Affiliates	41	18	27	25	18	21	42	26	28	19	19	11
PIC	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
PIC	Nonaffiliates	18	38	7	13	18	12	14	17	14	11	12	16
LPIC													
LPIC	272 Affiliates	38	20	26	21	21	20	44	28	29	20	20	13
LPIC	BOC & Other Affiliates	12	10	3	3	6	6	1	2	3	1	1	6
LPIC	Nonaffiliates	8	20	5	12	10	7	11	12	10	9	9	8
Arkansas Results													
PIC	272 Affiliates	49	73	97	68	93	25	24	91	20	17	18	23
PIC	BOC & Other Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PIC	Nonaffiliates	1	0	0	6	20	25	75	16	5	49	3	17
	Difference - Nonaffiliates less 272 Affiliates	-48	-73	-97	-62	-73	0	51	-75	-15	-32	-15	-6
	Difference - Nonaffiliates less BOC & Other Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LPIC													
LPIC	272 Affiliates	76	71	97	68	65	25	24	91	20	13	11	23
LPIC	BOC & Other Affiliates	51	21	1	1	5	25	1	16	2	1	3	17
LPIC	Nonaffiliates	3	18	24	3	20	13	39	14	5	49	2	5
	Difference - Nonaffiliates less 272 Affiliates	-73	-53	-73	-65	-45	-12	15	-77	-15	-36	-9	-18
	Difference - Nonaffiliates less BOC & Other Affiliates	-48	-3	23	2	15	-12	38	-2	3	48	-1	-12
SC No. 7 - PIC Changes Time to Restore PIC After Trouble Report # of Hours Until 95% PIC Troubles Cleared													
Arkansas Volumes													
DS1	272 Affiliates	2	1	0	2	6	2	4	4	2	3	5	7
DS1	BOC & Other Affiliates	113	93	122	88	89	57	79	91	98	93	116	123
DS1	Nonaffiliates	251	245	296	244	241	96	164	134	205	207	280	280
DS0													
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	32	20	24	24	31	13	20	19	10	13	13	25
DS0	Nonaffiliates	89	57	87	103	84	48	66	83	65	71	89	77
Arkansas Results													
DS1	272 Affiliates	120	140	N/A	607	164	319	073	222	306	123	245	334
DS1	BOC & Other Affiliates	339	365	352	286	331	284	319	336	517	326	332	270
DS1	Nonaffiliates	39	316	361	439	359	369	383	374	406	418	352	423
	Difference - Nonaffiliates less 272 Affiliates	219	176	N/A	-168	195	050	310	152	100	295	107	089
	Difference - Nonaffiliates less BOC & Other Affiliates	000	-049	009	153	028	085	064	038	-111	092	020	153
DS0													
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	272	158	255	236	498	363	437	302	275	344	152	396
DS0	Nonaffiliates	420	336	293	354	465	367	330	315	365	416	558	428
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	148	178	038	118	-033	004	-107	013	000	072	406	032

SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product / Entity	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
SC No. 6 - PIC Changes												
Time to Restore PIC After Trouble Report												
# of Hours Until 95% PIC Troubles Cleared												
Arkansas Volumes												
PIC 272 Affiliates	24	14	12	15	13	7	17	16	39	18	17	11
PIC BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
PIC Nonaffiliates	23	13	12	8	7	3	4	4	3	5	5	4
LPIC 272 Affiliates	23	13	15	18	18	8	17	20	35	20	16	10
LPIC BOC & Other Affiliates	5	5	3	5	3	1	1	3	2	2	3	1
LPIC Nonaffiliates	18	9	9	5	4	2	5	2	1	1	3	3
Arkansas Results												
PIC 272 Affiliates	19	19	19	15	47	2	65	49	15	17	73	25
PIC BOC & Other Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PIC Nonaffiliates	16	72	6	25	8	3	1	3	3	75	1	1
Difference - Nonaffiliates less 272 Affiliates	-3	53	-13	10	-39	1	-64	-46	-12	58	-72	-24
Difference - Nonaffiliates less BOC & Other Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LPIC 272 Affiliates	19	3	19	15	47	3	65	42	14	2	73	15
LPIC BOC & Other Affiliates	31	2	1	14	43	1	1	1	3	3	1	0
LPIC Nonaffiliates	10	72	6	25	2	3	2	3	1	75	1	1
Difference - Nonaffiliates less 272 Affiliates	-9	69	-13	10	-45	0	-63	-39	-13	73	-72	-14
Difference - Nonaffiliates less BOC & Other Affiliates	-21	70	5	11	-41	2	1	2	-2	72	0	1
SC No. 7 - Exchange Access												
Mean Time to Repair (MTTR) in Hours												
Average # of Hours to Clear Network Trouble												
Arkansas Volumes												
DS1 272 Affiliates	7	4	23	5	5	3	4	2	5	3	1	7
DS1 BOC & Other Affiliates	146	92	94	158	118	107	144	73	84	109	108	109
DS1 Nonaffiliates	239	237	183	290	251	161	311	176	187	244	163	206
DS0 272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0 BOC & Other Affiliates	14	18	16	19	21	19	22	9	9	10	14	19
DS0 Nonaffiliates	68	70	63	70	49	42	79	47	44	51	35	65
Arkansas Results												
DS1 272 Affiliates	2.39	2.78	2.28	3.09	1.93	4.33	6.27	1.90	4.06	3.26	3.20	3.14
DS1 BOC & Other Affiliates	3.26	3.70	3.00	3.73	4.38	3.90	4.17	4.05	3.43	3.37	4.22	4.28
DS1 Nonaffiliates	4.14	4.10	3.55	3.35	N/A	N/A	3.37	4.18	3.36	3.80	4.00	4.21
Difference - Nonaffiliates less 272 Affiliates	1.75	1.32	1.27	0.26	N/A	N/A	-2.90	2.28	-0.70	0.53	0.80	1.08
Difference - Nonaffiliates less BOC & Other Affiliates	0.88	0.40	0.55	-0.38	N/A	N/A	-0.80	0.12	-0.06	0.43	-0.22	-0.06
DS0 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0 BOC & Other Affiliates	3.05	2.82	1.38	3.98	2.71	4.74	3.31	5.42	4.28	10.36	2.78	4.33
DS0 Nonaffiliates	4.10	4.51	3.60	2.98	N/A	N/A	3.44	5.36	4.53	3.59	3.64	4.06
Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Difference - Nonaffiliates less BOC & Other Affiliates	1.05	1.69	2.22	-1.00	N/A	N/A	0.13	-0.05	0.26	-6.76	0.86	-0.27

SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product / Entity	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Section 272(e)(1) Service Category Results By Month												
% Completed by Desired Due Date												
California Volumes												
DS3 272 Affiliates	8	18	4	2	2	2	1	13	7	9	5	5
DS3 BOC & Other Affiliates	120	171	155	194	139	159	159	205	253	173	181	170
DS3 Nonaffiliates	316	386	393	282	315	296	333	312	406	337	302	478
DS1 272 Affiliates	155	163	177	146	60	99	184	169	160	150	103	161
DS1 BOC & Other Affiliates	1,031	1,038	1,017	1,571	1,259	1,601	1,243	1,386	1,769	1,318	851	1,418
DS1 Nonaffiliates	7,747	6,415	6,958	6,913	6,530	6,064	6,593	6,847	7,639	7,516	6,157	7,030
DS0 272 Affiliates	0	0	0	0	0	0	0	1	0	1	0	0
DS0 BOC & Other Affiliates	226	293	305	222	251	152	78	81	111	158	85	80
DS0 Nonaffiliates	660	581	468	480	294	267	303	378	421	387	379	488
California Results												
DS3 272 Affiliates	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS3 BOC & Other Affiliates	100.00%	100.00%	98.06%	100.00%	98.56%	100.00%	98.11%	100.00%	100.00%	100.00%	91.71%	98.83%
DS3 Nonaffiliates	100.00%	100.00%	99.75%	99.29%	99.68%	100.00%	100.00%	100.00%	100.00%	100.00%	94.37%	98.95%
Difference - Nonaffiliates less 272 Affiliates	0.00%	0.00%	-0.25%	-0.71%	-0.32%	0.00%	0.00%	0.00%	0.00%	0.00%	-5.63%	-1.05%
Difference - Nonaffiliates less BOC & Other Affiliates	0.00%	0.00%	1.69%	-0.71%	1.12%	0.00%	1.89%	0.00%	0.00%	0.00%	2.66%	0.13%
DS1 272 Affiliates	100.00%	99.39%	99.44%	100.00%	100.00%	100.00%	100.00%	90.53%	99.38%	100.00%	98.06%	98.76%
DS1 BOC & Other Affiliates	99.03%	99.81%	99.12%	99.24%	99.76%	99.11%	98.87%	98.99%	98.42%	98.86%	94.01%	99.29%
DS1 Nonaffiliates	99.66%	99.42%	99.21%	99.33%	99.37%	99.21%	99.18%	99.02%	99.23%	99.10%	95.71%	98.45%
Difference - Nonaffiliates less 272 Affiliates	-0.34%	0.03%	-0.23%	-0.09%	-0.63%	-0.79%	-0.82%	-8.49%	-0.15%	-0.90%	-2.55%	-0.37%
Difference - Nonaffiliates less BOC & Other Affiliates	0.63%	-0.39%	0.09%	0.09%	-0.39%	-0.10%	0.31%	0.03%	0.81%	0.24%	1.70%	-0.84%
DS0 272 Affiliates	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%	N/A	N/A
DS0 BOC & Other Affiliates	99.56%	99.66%	100.00%	100.00%	100.00%	100.00%	97.44%	100.00%	100.00%	100.00%	97.65%	96.25%
DS0 Nonaffiliates	99.55%	99.48%	98.93%	98.33%	98.30%	97.75%	99.70%	99.47%	99.29%	98.19%	95.25%	99.18%
Difference - Nonaffiliates less 272 Affiliates	99.55%	99.48%	N/A	N/A	N/A	N/A	N/A	-0.53%	N/A	-1.81%	N/A	N/A
Difference - Nonaffiliates less BOC & Other Affiliates	-0.01%	-0.18%	-1.07%	-1.67%	-1.70%	-2.25%	2.26%	-0.53%	-0.71%	-1.81%	-2.40%	2.93%

SBC Objective VIII, Procedure 4
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July 1, 2003 to June 30, 2005

Product	Entity	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
SC No. 1 Exchange Agreement Successful Operations / Total Operations = 100% % Completed by Desired Due Date													
California Volumes													
DS3	272 Affiliates	5	6	11	5	19	9	7	10	6	18	12	9
DS3	BOC & Other Affiliates	163	188	138	260	266	307	224	243	302	241	143	216
DS3	Nonaffiliates	315	332	261	335	343	299	419	403	514	580	599	665
DS1	272 Affiliates	172	108	118	137	138	106	103	130	96	129	136	127
DS1	BOC & Other Affiliates	1,719	1,967	1,429	1,502	1,658	1,759	887	901	1,523	1,202	1,245	1,403
DS1	Nonaffiliates	6,117	6,924	6,437	6,713	6,558	5,874	6,752	6,984	7,829	7,978	7,165	7,087
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	167	164	109	160	106	89	224	173	170	135	75	115
DS0	Nonaffiliates	455	378	317	273	173	187	274	258	325	236	269	216
California Results													
DS3	272 Affiliates	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DS3	BOC & Other Affiliates	100.00%	98.94%	98.55%	100.00%	100.00%	99.67%	99.55%	98.77%	99.67%	100.00%	100.00%	100.00%
DS3	Nonaffiliates	99.68%	99.15%	99.62%	99.70%	99.71%	99.33%	99.76%	98.51%	100.00%	100.00%	98.50%	99.25%
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	19.68%	-0.85%	-0.38%	-0.30%	-0.29%	-0.67%	-0.24%	-1.49%	0.00%	0.00%	-1.50%	-0.75%
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	-0.32%	0.21%	1.07%	-0.30%	-0.29%	-0.34%	0.21%	-0.25%	0.33%	0.00%	-1.50%	-0.75%
DS1	272 Affiliates	100.00%	98.15%	99.15%	98.54%	99.28%	99.06%	97.09%	97.69%	95.83%	100.00%	99.26%	98.43%
DS1	BOC & Other Affiliates	99.42%	99.08%	98.53%	99.13%	99.34%	99.09%	98.87%	99.11%	99.87%	100.00%	100.00%	99.86%
DS1	Nonaffiliates	99.02%	98.95%	99.04%	98.60%	98.66%	98.59%	97.44%	97.85%	97.45%	98.75%	98.28%	98.18%
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	-0.98%	0.80%	-0.11%	0.06%	-0.62%	-0.47%	0.35%	0.16%	1.61%	-1.27%	-0.98%	-0.24%
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	-0.40%	-0.13%	0.51%	-0.53%	-0.68%	-0.50%	-1.43%	-1.26%	-2.42%	-1.27%	-1.72%	-1.67%
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	98.20%	100.00%	100.00%	99.38%	100.00%	100.00%	100.00%	100.00%	99.41%	100.00%	100.00%	100.00%
DS0	Nonaffiliates	98.90%	99.47%	98.78%	99.27%	96.53%	96.79%	95.99%	97.67%	97.23%	97.88%	98.14%	98.61%
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	0.70%	-0.53%	-1.26%	-0.11%	-3.47%	-3.21%	-4.01%	-2.33%	-2.18%	-2.12%	-1.86%	-1.39%

SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product	Entity	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SBC No. 7 - Prepayment Time From BOC Transferred Due Date to First Payment (Days) # of Days after Due Date that 95% was achieved													
California Volumes													
DS3	272 Affiliates	8	18	4	2	2	2	1	13	7	9	5	5
DS3	BOC & Other Affiliates	120	171	155	194	139	159	159	205	253	173	181	170
DS3	Nonaffiliates	316	386	393	282	315	296	333	312	406	337	302	478
DS1	272 Affiliates	155	163	177	146	60	99	184	169	160	150	103	161
DS1	BOC & Other Affiliates	1,031	1,038	1,017	1,571	1,259	1,601	1,243	1,386	1,769	1,318	851	1,418
DS1	Nonaffiliates	7,747	6,415	6,958	6,913	6,530	6,064	6,593	6,847	7,639	7,516	6,157	7,030
DS0	272 Affiliates	0	0	0	0	0	0	0	1	0	1	0	0
DS0	BOC & Other Affiliates	226	293	305	222	251	152	78	81	111	158	85	80
DS0	Nonaffiliates	660	581	468	480	294	267	303	378	421	387	379	488
California Results													
DS3	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS3	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	2	0
DS3	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	2	0
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	0	0	0	0	0	0	0	0	0	0	2	0
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	0	0	0	0	0	0	0	0	0	0	0	0
DS1	272 Affiliates	0	0	0	0	0	0	0	1	0	0	0	0
DS1	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	1	0
DS1	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	0	0	0	0	0	0	0	-1	0	0	0	0
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	0	0	0	0	0	0	0	0	0	0	-1	0
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0
	<i>Difference - Nonaffiliates less 272 Affiliates</i>	0	0	0	0	0	0	0	0	0	0	0	0
	<i>Difference - Nonaffiliates less BOC & Other Affiliates</i>	0	0	0	0	0	0	0	0	0	0	0	0

SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product	Entity	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		
SC New Products																																	
Time From BOC Product (Days) - 1 to 17																																	
# of Days after Date Product BOC (Days) - 1 to 17																																	
California Volumes																																	
DS1	272 Affiliates	5	6	11	11	5	19	9	7	10	6	18	12	9																			
DS3	BOC & Other Affiliates	163	188	138	260	266	307	307	224	243	302	241	143	216																			
DS3	Nonaffiliates	315	352	261	335	343	299	299	419	403	514	580	599	665																			
DS1	272 Affiliates	172	108	118	137	138	106	106	103	130	96	129	136	127																			
DS1	BOC & Other Affiliates	1,719	1,967	1,429	1,502	1,658	1,759	1,759	887	901	1,523	1,202	1,245	1,403																			
DS1	Nonaffiliates	6,117	6,924	6,437	6,713	6,558	5,874	5,874	6,752	6,984	7,829	7,978	7,165	8,370																			
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
DS0	BOC & Other Affiliates	167	164	109	160	106	89	89	224	173	170	135	75	115																			
DS0	Nonaffiliates	455	378	317	273	173	187	187	274	258	325	236	269	216																			
California Results																																	
DS3	272 Affiliates	11	0	0	0	0	0	0	0	0	0	0	0	0																			
DS3	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
DS3	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
	Difference - Nonaffiliates less 272 Affiliates	-11	0	0	0	0	0	0	0	0	0	0	0	0																			
	Difference - Nonaffiliates less BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
DS1	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
DS1	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
DS1	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
	Difference - Nonaffiliates less 272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
	Difference - Nonaffiliates less BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A																			
DS0	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
DS0	Nonaffiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A																			
	Difference - Nonaffiliates less BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0	0																			

SBC Objective VIII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product	Entity	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
SC No. 3 - Exchange Access Table 1 - Exchange Access Results (BOC) # of Days that 95% of BOC View													
California Volumes													
DS3	272 Affiliates	0	0	1	1	0	0	4	0	0	0	0	0
DS3	BOC & Other Affiliates	166	268	208	238	201	243	83	114	93	90	35	65
DS3	Nonaffiliates	697	669	407	444	416	462	309	344	341	317	313	336
DS1	272 Affiliates	0	0	0	0	0	0	0	0	0	1	1	62
DS1	BOC & Other Affiliates	1,055	1,184	1,294	1,583	1,589	1,409	1,166	1,014	1,273	937	896	1,111
DS1	Nonaffiliates	5,674	5,931	5,938	6,093	4,688	4,921	3,776	3,625	4,105	4,093	3,181	3,699
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	384	335	221	182	213	64	61	55	58	64	51	63
DS0	Nonaffiliates	689	553	540	530	356	357	331	390	402	391	339	360
California Results													
DS3	272 Affiliates	N/A	N/A	1	1	N/A	1	1	N/A	N/A	N/A	N/A	N/A
DS3	BOC & Other Affiliates	9	6	5	5	6	16	4	6	6	8	5	6
DS3	Nonaffiliates	4	4	3	6	9	8	4	6	7	7	7	7
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	2	5	N/A	7	3	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	-5	-2	-2	1	3	-8	0	0	1	-1	2	1
DS1	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS1	BOC & Other Affiliates	5	3	10	2	7	4	1	1	1	1	1	2
DS1	Nonaffiliates	2	3	3	3	2	2	1	1	1	1	1	1
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0
	Difference - Nonaffiliates less BOC & Other Affiliates	-3	-4	-7	1	-5	-2	0	0	0	0	0	-1
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	1	1	2	3	2	1	1	1	1	1	2	1
DS0	Nonaffiliates	1	1	1	1	4	1	1	1	1	1	1	1
	Difference - Nonaffiliates less 272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Difference - Nonaffiliates less BOC & Other Affiliates	0	0	-1	-2	2	0	0	0	0	0	-1	0
SC No. 4 - BOC Table 2 - BOC Results													
California Volumes													
DS3	272 Affiliates	65,693	54,078	44,198	51,020	67,974	48,390	39,933	42,355	50,471	17,461	7,118	10,391
DS3	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS3	Nonaffiliates	282,889	225,785	205,291	193,010	163,169	156,827	163,184	159,834	159,614	149,254	134,033	128,151
California Results													
DS3	272 Affiliates	2	2	2	2	2	1	2	2	2	2	1	2
DS3	BOC & Other Affiliates	0	0	0	0	0	0	0	0	0	0	0	0
DS3	Nonaffiliates	2	1	2	1	1	2	1	2	1	1	2	2
	Difference - Nonaffiliates less 272 Affiliates	0	-1	0	-1	-1	1	-1	0	-1	-1	1	0
	Difference - Nonaffiliates less BOC & Other Affiliates	2	1	2	1	1	2	1	2	1	1	2	2

SBC Objective VII, Procedure 4
Reported Section 272(e)(1) Service Category Results By Month
July 1, 2003 to June 30, 2005

Product	Entity	Jan-04	Aug-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05
SC No. 3 - Exchange Access Time to First Order Confirmation (TTC) # of Days until 95% of 100 Item												
California Volumes												
DS3	272 Affiliates	0	0	0	0	0	0	0	0	2	4	17
DS3	BOC & Other Affiliates	75	47	76	97	101	123	123	98	176	60	92
DS3	Nonaffiliates	321	331	322	316	299	336	368	374	332	327	323
DS1	272 Affiliates	39	58	70	78	63	65	65	133	137	107	101
DS1	BOC & Other Affiliates	1,165	1,111	994	1,101	993	1,033	1,033	985	1,217	910	957
DS1	Nonaffiliates	3,459	3,777	3,540	3,688	3,143	3,340	3,340	3,352	4,148	4,177	4,448
DS0	272 Affiliates	0	0	0	0	0	0	0	0	0	0	0
DS0	BOC & Other Affiliates	140	85	66	51	39	34	34	57	71	41	81
DS0	Nonaffiliates	376	281	327	207	180	180	180	171	212	178	203
California Results												
DS3	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	6	6
DS3	BOC & Other Affiliates	4	5	4	5	5	9	6	6	6	4	4
DS3	Nonaffiliates	4	4	5	8	12	11	7	5	5	5	5
Difference - Nonaffiliates less 272 Affiliates												
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	-1	-1
Difference - Nonaffiliates less BOC & Other Affiliates												
		0	-1	1	0	3	3	5	7	-1	7	7
DS1	272 Affiliates	4	1	1	1	1	1	1	1	2	1	1
DS1	BOC & Other Affiliates	2	2	2	1	2	2	2	2	4	2	2
DS1	Nonaffiliates	1	1	1	1	1	1	1	1	1	1	1
Difference - Nonaffiliates less 272 Affiliates												
		-3	0	0	0	0	0	0	0	-1	0	0
Difference - Nonaffiliates less BOC & Other Affiliates												
		-1	-1	-1	0	-1	-1	-1	-1	-3	-1	-1
DS0	272 Affiliates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DS0	BOC & Other Affiliates	1	1	1	1	1	2	2	5	8	1	1
DS0	Nonaffiliates	3	1	1	1	1	2	2	1	1	2	1
Difference - Nonaffiliates less 272 Affiliates												
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Difference - Nonaffiliates less BOC & Other Affiliates												
		2	0	0	0	0	0	-3	-8	-7	0	0
California Volumes												
272 Affiliates		10,810	7,831	2,491	2,071	3,133	2,676	1,873	1,878	2,028	1,841	2,002
BOC & Other Affiliates		0	0	0	0	0	0	0	0	0	0	0
Nonaffiliates		187,956	100,368	96,869	112,043	82,236	75,048	78,391	124,176	80,640	59,889	63,111
California Results												
272 Affiliates		2	1	1	2	2	1	2	1	1	1	2
BOC & Other Affiliates		0	0	0	0	0	0	0	0	0	0	0
Nonaffiliates		1	2	2	1	2	2	1	1	1	1	1
Difference - Nonaffiliates less 272 Affiliates												
		-1	1	1	-1	0	1	-1	0	0	0	-1
Difference - Nonaffiliates less BOC & Other Affiliates												
		1	2	2	1	2	2	1	1	1	1	1